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Please find below and/or attached an Office communication concerning this application or proceeding.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☒ Responsive to communication(s) filed on _30 August 2004_.
2a) ☐ This action is **FINAL**.   2b) ☒ This action is non-final.
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
   closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☒ Claim(s) _1-147_ is/are pending in the application.
   4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5) ☐ Claim(s) _____ is/are allowed.
6) ☒ Claim(s) _1-147_ is/are rejected.
7) ☐ Claim(s) _____ is/are objected to.
8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☐ The specification is objected to by the Examiner.
10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
    a) ☐ All b) ☐ Some * c) ☐ None of:
    1. ☐ Certified copies of the priority documents have been received.
    2. ☐ Certified copies of the priority documents have been received in Application No. _____.
    3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage
       application from the International Bureau (PCT Rule 17.2(a)).
    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)
1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
   Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413)
   Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Response to Amendment

1.   This Office Action is in response to the amendment filed on 08/30/04. Claims 1-147 are

pending. Currently no claims are in condition for allowance.

Claim Objections

2.   Claims 25, 89, 104, 123, 132, and 134 are objected to under 37 CFR 1.75 as being a

substantial duplicate of claims 16, 90, 103, 124, 133 and 135 respectively. When two claims in

an application are duplicates or else are so close in content that they both cover the same thing,

despite a slight difference in wording, it is proper after allowing one claim to object to the other

as being a substantial duplicate of the allowed claim. See MPEP § 706.03(k).

3.   In claim 136, line 3, the phrase "the servicing person's terminal" lacks antecedent basis.

Claim Rejections - 35 USC § 102

4.   Claims 1-9, 13-18, 20-30, 42-60, 67-73, 75-80, 82, 91-94, 96, 97, 115-118 and 141-147

are rejected under 35 U.S.C. 102(e) as being anticipated by Drummond et al. (US 6,505,177).

Regarding claim 1, Drummond discloses, in Fig. 1, a communications network

comprising a plurality of interconnected network sites (12, 16, 14, 20, 22, 24, 26, 28), at least

one network site being a transaction terminal (12), wherein intelligent agent programs are used to

convey information between sites on the network for facilitating efficient maintenance of the

transaction terminal (column 5, lines 15-49; column 6, line 22-column 7, line 7) column 28, line 45-column 29, line 50; column 29, line 65-column 30, line 13).

Regarding claim 2, Drummond discloses a network, wherein each transaction terminal (12) has an intelligent agent handler for receiving intelligent agents from the network and for launching intelligent agents into the network, wherein the agent handler allows a received intelligent agent to execute within the context of the handler (column 29, lines 6-50).

Regarding claims 3 and 31, Drummond discloses a method, comprising the further step of collecting site address information from visiting agent programs (column 5, lines 1-14).

Regarding claim 4, Drummond discloses a network, wherein each transaction terminal includes operation monitoring facilities that record operating information associated with service elements within that terminal (column 13, lines 9-36).

Regarding claims 5-8, Drummond discloses a network, wherein one network site in the communications network includes a server which provides transaction processing capabilities for one or more transaction terminals; wherein the server has a monitor for sending out monitor intelligent agent programs for collecting and storing operating information from each of the available transaction terminals; and wherein the monitor includes facilities that analyze the operating information and predict when a transaction terminal may require maintenance (column 13, lines 9-54) .

Regarding claims 13 and 14, Drummond discloses a transaction terminal for use in an

automatic maintenance requesting communications network, where the transaction terminal (12)

comprises: an intelligent agent handler (64); operation monitoring facilities that detect

malfunctions; and a service agent registry; whereby, in use, the intelligent agent handler (64)

receives and executes intelligent agent service programs which store maintainer information and

maintenance terminal information in the service agent registry, so that on detecting a malfunction

the operation monitoring facilities are able provide the handler with information relating to one

or more maintainers from the service agent registry for use in creating an intelligent agent alert

program for sending to the one or more maintainers (column 28, line 45-column 29, line 5)

Regarding claims 9, 15 and 20, Drummond discloses, in Fig. 2, a transaction terminal

(12) for use with a communications network (16), the terminal comprising: one or more service

elements (38, 40, 42, 44, 46, 48); operation monitoring facilities (64) that record operating

information associated with the one or more service elements (38, 40, 42, 44, 46, 48); an I/O

network interface (72); and an intelligent agent handler (34) for receiving an intelligent agent via

the 1/O interface and for sending the received intelligent agent to the next destination (column 7,

line 52-column 8, line 18); whereby, the received intelligent agent is executed by the handler so

that the received intelligent agent retrieves and stores operating information from the operation

monitoring facilities (column 7, line 52-column 10, line 19).

Regarding claims 16 and 25, Drummond discloses a communications network

comprising a plurality of interconnected network sites (12, 16, 14, 20, 22, 24, 26, 28), and

intelligent agent programs that route through the communications network by reference to site

address information carried by each agent program, wherein the network has a terminal network

site which includes:

a transaction terminal (12) having at least one service element (devices 36; col. 7, lines

19-39);

monitoring facilities (device manger 68) that derive operating data relating to an

operating parameter of the service element (device 36);

an operating data registry to (70) receive operating data from the monitoring facilities

(68) (column 7, line 60-col. 8, line 6); and

a data processor programmed to launch an intelligent agent program carrying the

operating data from the terminal network site into the network (col. 8, lines 7-27).

Regarding claims 17, 26, and 29, Drummond discloses a communication network,

wherein the data processor is programmed to launch an intelligent agent program by

re-addressing a visiting agent program to which the operating data has been added (column 19,

line 59-column 20, line 11).

Regarding claims 18, 27 and 30, Drummond discloses a communications network,

wherein the data processor is programmed to launch an intelligent agent program in the form of

an alert program which has been generated at the said terminal network site to carry the

operating data (column 19, line 59-column 20, line 24).

Regarding claims 19 and 31, Drummond discloses a communications network wherein

the data processor is programmed to collect site address information from visiting agent

programs (column 29, line 60-column 30, line 13).

Regarding claim 21, Drummond discloses, in Fig. 2, a communications network, wherein

at least one of the terminal network sites comprises self-service cash dispensing terminal site

(42).

Regarding claim 22, Drummond discloses a communications network, wherein at least

one of the terminal network sites comprises a retail point of sale terminal site (column 7, lines 1-

6).

Regarding claim 23, Drummond discloses a communications network, wherein at least

one of the terminal network sites comprises a self-service terminal site (12).

Regarding claim 24, Drummond discloses a communications network, further including a

monitor network site, which includes:

a data processor to launch agent programs to visit the terminal network site or sites so as

to collect operating data therefrom for return to the monitor network site (column 29, line 60-

column 30, line13), and

a monitoring data registry to register the operating data returned to the monitor network

site (column 30, lines 14-28).

Regarding claim 28, Drummond discloses, in Figs. 1 and 2, a method of communicating

intelligent agent programs through a communications network comprising a plurality of

interconnected network sites (12, 16, 14, 20, 22, 24, 26, 28) and intelligent agent programs

routing through the communications network (10) by reference to site address information

carried by each agent program, the network having a monitoring network site (14) and a terminal

network site (12) including a transaction terminal (12) having at least one service element (36),

the method comprising the steps of:

monitoring the service element to derive operating data relating to an operating parameter

thereof (col. 10, line 61-col. 11, line 10); and

launching from the terminal network site to the monitor network site an intelligent agent

program carrying the operating data (col. 11, lines 11-67).

Regarding claims 42, 43 and 45,Drummond discloses a method of servicing an electronic

device interconnected over a network that includes communication of servicing information over

the network to servicing personnel where the nature and form of the information are selected

according to the state of the device, and where the information includes instructions on how to

carry out applicable servicing (col. 28, line 35-61).

Regarding claim 44, Drummond discloses a method of servicing an electronic device

interconnected over a network that includes communication of servicing information over the

network to servicing personnel where the information is expressed in a language selected

according to profile data associated with a service person to whom the communication is directed

(col. 10, lines 39-52; col. 28, lines 32-44).

Regarding claims 46, 56-59, Drummond discloses a system comprising a networked

transaction terminal element, a central server (92) and a servicing person's terminal

interconnected over a network (16, 18) **(the transaction terminal element (64) communicates**

through the intranet with the central server (92). Either transaction terminal element or

the central server may direct fault messages to a fault handling system (service provider).

Alternatively, the selective dispatching of fault messages to address in the intranet may be

accomplished by appropriately configuring device server 92 (central server)), in which the

servicing person's terminal and the central server intercommunicate via a Web page interface

with regard to servicing of the transaction terminal element (col. 29, lines 39-50).

Regarding claims 47 and 48, Drummond discloses, in Figs. 1 and 2, a networked

peripheral module for a transaction processing terminal having a local data processor and agent

handler logic that listens for incoming intelligent agent programs that gather servicing related

data resident at the module for communication over the network (column 7, line 19- column 8,

line 18).

Regarding claims 49 and 50, Drummond discloses a networked transaction-processing

terminal having a local data processor and agent handler logic that launches intelligent agent

programs for communication over the network of servicing related data resident at the terminal

(column 7, line 19- column 8, line 18).

Regarding claims 51-55, Drummond discloses a networked transaction processing

terminal having a local data processor and Web server logic that communicates servicing related

data resident at the terminal and made accessible to another networked terminal via a Web

browser program (column 29, lines 6-65).

Regarding claim 60, Drummond discloses a system comprising a networked transaction

terminal element (12), a central server (92, 14) and a servicing person's terminal (20, 22, 24, 26,

28) interconnected over a network (16, 18), in which the transaction terminal element has a data

processor, web server logic (76) and a memory storing state or condition information pertaining

to the terminal element, where the information is accessible to the a servicing person via a query

or request made to the central server, and where the central server retrieves the information from

the transaction terminal element and posts it on a Web page viewable through a Web browser

program running on the servicing person's terminal (column 29, lines 32-59).

Regarding claims 67-72, Drummond discloses a networked transaction processing terminal having a local data processor and operation logic including a main class section that instantiates a logs class section programmed to store and provide access to servicing related data resident at the terminal (col. 6, lines 22-24; col. 7, lines 9-62), an embedded server class section that receives and responds to requests for the stored data made over the network (col. 6, lines 26-61; col. 11, lines 11-45), and an agent handler class section that provides the stored data to and launches intelligent agent programs outgoing onto the network (col. 6, line 62-col. 8, line7; column 29, lines 6-67); where the logs class section, the embedded server class section and the agent handler class section are separate logic components that may be readily added or removed in accordance with processing requirements at the terminal (column 6, lines 22-column 8, line 7).

Regarding claim 73, Drummond discloses a method of servicing an electronic device (12) interconnected over a network that includes communication of servicing information over the network to servicing personnel, where the communication is automatically triggered by a service person's acceptance of responsibility for servicing a specified state condition that has occurred within the device (column 28, lines 53-62).

Regarding claims 75, 76 and 78, Drummond discloses a method of servicing an electronic device interconnected over a network that includes communication of servicing information over the network to servicing personnel, where the communication is triggered by a process initiated by a state condition within the device occurring and being communicated over the network by an alert agent program (column 28, line 53-col. 29, line 5).

Regarding claims 77, 79 and 80, Drummond discloses a method of servicing an

electronic device interconnected over a network that includes communication of servicing

information over the network to servicing personnel, where the communication is triggered by a

process initiated by a state condition within the device occurring and being communicated over

the network by the device (column 28, line 53-col. 29, line 5).

Regarding claim 82, Drummond discloses a system comprising a network transaction

terminal element and two or more servicing persons' terminals interconnected over a network, in

which the transaction terminal element launches an intelligent agent program onto the network to

notify one or more of the servicing persons' terminals in the event of an error condition within

the transaction terminal element (col.29, lines 43-50).

Regarding claims 91-94, 96 and 97, Drummond discloses a system comprising a

networked transaction terminal element (12), a central server (14, 92) and a servicing person's

terminal interconnected over a network (18), in which the transaction terminal element notifies

the central server and the central server notifies the servicing person's terminal in the event of an

error condition within the transaction terminal element (col.28, lines 45-54, col.29, lines 43-50).

Regarding claims 115-118, Drummond discloses a system comprising networked

transaction terminal elements (12) and a central server (92) interconnected over a network (16),

in which the central server gathers state information from the transaction terminal elements by

launching an intelligent agent program that successively visits and extracts information from

transaction terminal elements and then returns to the central server with the extracted

information (column 28, lines 32-51), and in which the central server launches a second

intelligent agent program to notify one or more of servicing persons' terminals in the event of a

servicing requirement being determined from the state information thus gathered (column 28,

line 62-column 29, line 5; column 29, lines 24-31).

Regarding claims 141 and 142, Drummond discloses that the transaction terminal

element (64) communicates through the intranet with the central server (92). Either transaction

terminal element or the central server may direct fault messages to a fault handling system

(service provider). Alternatively, the selective dispatching of fault messages to address in the

intranet may be accomplished by appropriately configuring device server 92 (central server).

Regarding claim 143 and 144, Drummond discloses a method of servicing an electronic

device (12) interconnected over a network (16, 18) to servicing personnel, where the

communication is triggered by an inquiry made by an authorized service person (e.g. who has

responsibility for replenishing supplies col. 28, lines 54-59) who has been advised via a

preceding network communication that a specified state condition has occurred within the device

(Either transaction terminal element or the central server may direct fault messages to a fault

handling system; column 28, lines 45-62).

Regarding claim 145, Drummond discloses a system comprising a networked transaction

terminal element (12), a central server (96) and a servicing person's terminal interconnected over

a network (16, 18), in which the transaction terminal element notifies the central server and the

central server notifies the servicing person's terminal in the event of an error condition within the

transaction terminal element **(transaction terminal element (64) communicates through the**

intranet with the central server (92). Either transaction terminal element or the central

server may direct fault messages to a fault handling system), and in which the central server

provides further information concerning the error condition to the servicing person's terminal, to

provide instructions on how to service the error condition that has occurred (column 28, lines 45-

62).

Regarding claims 146 and 147, Drummond discloses a system comprising networked

transaction terminal elements (12), a central server (96) and servicing persons' terminal

interconnected over a network (16, 18), in which the central server tracks terminal elements or

terminal logging on and off the network, terminal elements or terminal failing to provide an

anticipated communication over the network, the state of health and servicing requirements of

the transaction terminal elements, and profile and availability information on the servicing

persons present, to establish lists of network locations to be visited by intelligent agent programs

to facilitate servicing of the transaction terminal elements (column 29, lines 35-50).

5.   Claims 35-41 are rejected under 35 U.S.C. 102(e) as being anticipated by Lesaint et al.

(US 6,578,005).

Lesaint discloses, Figs. 1-5, a method of servicing an electronic device (H1-H3)

interconnected over a network that includes electronically storing network addresses (step 52) of

authorized service representatives (T1-T3) to enable, notification to be sent to the service

representatives in the event of a designated operating condition of the device, further storing

priority information indicating a preferred order in which the service representatives are to be

notified in the event that the designated operating condition occurs (column 13, lines 10-43), and

first notifying the service representative at the top of the preferred order in the event of the

designated operating condition (step 54), and then notifying the service representative next in the

preferred order if within an allotted time period the first notified service representative declines

or fails to commit to perform the services required (step 57) (column 13, lines 10-65).

Claim Rejections - 35 USC § 103

6.   Claims 10, 32-34, 74, 81, 83-90, 95, 98-101, 106-110, 113, 114, 119-129 and 130-140 are

rejected under 35 U.S.C. 103(a) as being unpatentable over Drummond.

Regarding claims 10, 34, 74, 81, 83-85, 95, 98-101, 110, 113, 122, 125, 129, 130 and

138-140, Drummond discloses a method of servicing an electronic device interconnected over a

network that includes storing in the device a network address of an authorized service

representative, to enable notification to be sent to the service representative in the event of a

designated operating condition **(fault messages which indicate a need for servicing is directed**

to an address associated with an entity who can provide the type of servicing

required/notify appropriate personnel; col. 28, line 46-col.29, line 5). Drummond discloses

that fault and status messages may be monitored from terminal at locations anywhere that are

connected in the network. **E-mail or similar messages are sent to a selected address** whenever

a particular condition or group of conditions exists. Referring to col. 28, lines 45-67, Drummond

discloses that the transaction terminal element (64) communicates through the intranet with the

central server (92). Either transaction terminal element or the central server may direct fault

messages to a fault handling system (service provider).

Drummond does not expressly disclose informing the device when the representative

logs-off the network or becomes otherwise unavailable or available (or not accept responsibility)

to perform required services.

It would have been obvious to one of ordinary skill in the art at the time the invention

was made to add a method that notifies a device when a representative logs off the network or

becomes otherwise unavailable or available to the method of Drummond. On of ordinary sill in

the art would have been motivated to do this because it would save time by sending promptly

fault messages to other available representatives.

Regarding claims 32, 33, 123, 124, 126, 127 and 132-135, Drummond discloses all the

claim limitations as stated above. Further, Drummond discloses that the transaction terminal

element (64) communicates through the intranet with the central server (92). Either transaction

terminal element or the central server may direct fault messages to a fault handling system

(service provider). Alternatively, the selective dispatching of fault messages to address in the

intranet may be accomplished by appropriately configuring device server 92 (central server).

Further, Drummond discloses that ATM machine may be **instructed** to access servers for

purposes **of downloading documents**, which include information such as **advertising,**

promotional material or other types of information (column 31, lines 28-41).

However, Drummond does not expressly disclose launching an intelligent agent program to notify the transaction terminal element as to the network identity of servicing persons potentially available for servicing of the transaction terminal element when the transaction terminal element logs on.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to add a system that notifies the transaction terminal potentially available of servicing persons to the system (that downloads documents such as advertising) of Drummond. One would have been motivated to do this because end users will save time to locate service providers by being kept up-to-date about the available service person.

Regarding claims 61-66, Drummond discloses all the claim limitations as stated above. Drummond does not disclose a networked transaction terminal element and a servicing person's terminal interconnected via a wireless interconnection.

However, as it is known, wireless communication devices, cellular phones, and other portable communication devices are becoming widely used. These devices allow others to contact or communicate with a person who might otherwise be unavailable. It would have been obvious to one of ordinary skill in the art at the time the invention was made to add a wireless communication system to the system of Drummond. One would have been motivated to do this because a wireless communication system allows users to leave their traditional office environment or home because they know that they can be reached by those who wish to reach them.

Regarding claim 86, Drummond discloses all the claim limitations as stated above. Further Drummond discloses fault messages, which indicate a need for servicing may be directed to an address associated with an entity who can provide (particular servicing person's terminal; for e.g. that replenishes currency or replenishes supplies) the type of servicing required (column 28, lines 54-59). Drummond does not expressly disclose that the intelligent agent program is programmed to a particular servicing person's terminal as determined by a prioritized list of terminal to visit.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to add a prioritized list to the software application (which delivers messages) of Drummond. On of ordinary sill in the art would have been motivated to do this because a prioritized list allows finding a technician who is suitable (such as his skills and geographical location) to perform the task.

Regarding claim 87-90, Drummond discloses all the claim limitations as stated above. Further Drummond discloses fault messages, which indicate a need for servicing may be directed to an address associated with an entity who can provide the type of servicing required. Drummond does not expressly disclose that the intelligent agent program is programmed to continue to visit various servicing persons' terminal in succession until a within an allotted period of time or a specified condition has occurred.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to add a method that visits various servicing persons' terminal in succession until a within an allotted period of time or a specified condition has occurred to the method of

Drummond. On of ordinary sill in the art would have been motivated to do this because it

provides a better customer satisfaction by improving the timeliness and predictability of

servicing time.

Regarding claims 106 and 107, Drummond does not expressly disclose notifying terminal

element when servicing person has serviced the error condition.

It would have been obvious to one of ordinary skill in the art at the time the invention

was made to add a method that notifies a device when a servicing person has serviced the error

condition to the method of Drummond. On of ordinary sill in the art would have been motivated

because it allows the transaction terminal appropriately updated and to be ready for the next

transaction.

Regarding claims 108, 109 and 114, Drummond does not expressly disclose that the

transaction terminal element launches a second intelligent agent program if the first one does not

return within an allotted time period.

However, it would have been obvious to one of ordinary skill in the art at the time the

invention was made to add a method that launches a second intelligent agent program if the first

one does not return within an allotted time period to the method of Drummond. One of ordinary

skill in the art would have been motivated to do this because it would provide a better customer

satisfaction by improving the timeliness and predictability of servicing time.

Regarding claims 119, 120 and 121, Drummond discloses all the claim limitations as stated above. Further, Drummond discloses that the transaction terminal element (64) communicates through the intranet with the central server (92) regarding the condition exist at the transaction terminal. The selective dispatching of fault messages to address in the intranet may be accomplished by appropriately configuring device server 92 (central server) (column 28, lines 35-67). Drummond does not expressly disclose that servicing requirements are determined based on prediction made by the central server.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to add a method that determines the servicing requirements based on prediction made by the central server to the method of Drummond. On of ordinary sill in the art would have been motivated to do this because it provides a better customer satisfaction by improving the timeliness and predictability of servicing time.

Regarding claim 128 and 131, Drummond, further, does not disclose that the central server notifies the transaction terminal element as to prioritization data associated with the corresponding servicing person.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to add a system that notifies the transaction terminal element as to prioritization data associated with the corresponding servicing person to the system (that downloads documents such as advertising) of Drummond. One would have been motivated to do this because end users will save time to locate service providers according to their availability, skills and quality of service.

Regarding claim 136, Drummond discloses all the claim limitations as stated above. Further, Drummond discloses that fault and status messages may be monitored from terminal at locations anywhere that are connected in the network. Appropriate security measures should be taken in order to avoid unauthorized access to the server handling default or device messages (column 29, lines 45-59).

Drummond does not expressly disclose launching an intelligent agent program to notify the transaction terminal element change in the network identity of servicing persons potentially available for servicing of the transaction terminal element when the servicing person's terminal logs on or off the network.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to add a system that notifies the transaction terminal potentially available of servicing persons to the system (that downloads documents such as advertising) of Drummond. One would have been motivated to do this because end users will save time to locate service providers by being kept up-to-date about available service provider.

Regarding claim 137, Drummond discloses all the claim limitations as stated above. Further, Drummond discloses that the transaction terminal element (64) communicates through the intranet with the central server (92). Either transaction terminal element or the central server may direct fault messages to a fault handling system (service provider). Fault messages may be selectively directed based on the nature of the fault indicated to an address associated with an entity who can provide the type of servicing required (column 28, lines 54-62). Drummond does

not expressly discloses that when a servicing person's terminal logs onto the network, establishes

associated servicing details.

However, It would have been obvious to one of ordinary skill in the art at the time the

invention was made to add a method that establishes associated servicing details when a

servicing person's terminal logs onto the network to the method of Drummond in order to direct

fault messages to a particular service provider.

7.   Claims 11, 12, 102-105, 111 and 112 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Drummond in view of Lesaint et al. (US 6,578,005).

Regarding claims 11, 12, 111 and 112, Drummond discloses all the claim limitations as

stated above. Further, Drummond discloses fault messages, which indicate a need for servicing

may be directed to an address associated with an entity who can provide (particular servicing

person's terminal; for e.g. that replenishes currency or replenishes supplies) the type of servicing

required (column 28, lines 54-59). Drummond does not expressly disclose that an intelligent

agent program notifies servicing persons', where the servicing persons' terminals are scheduled

to be visited by a priority list and the intelligent agent program is programmed to continue to

visit various servicing persons' terminal in succession until a within an allotted period of time or

a specified condition has occurred.

Lesaint teaches that a list of technicians who can do a particular task will be stored into a

priority order. A scheduler attempts to schedule a task to a first technician in the list. If the task

cannot be added to the end of the first technician's tour, the process is repeated for other

technicians (column 13, lines 10-65).

It would have been obvious to one of ordinary skill in the art at the time the invention

was made to add a scheduling system, such as that suggested by Lesaint, to the system of

Drummond. One of ordinary skill in the art would have been motivated to do this because it

would provide a better customer satisfaction by improving the timeliness and predictability of

servicing time

Regarding claims 102-105, Drummond discloses all the claim limitations as stated above.

Further, Drummond discloses **fault messages which indicate a need for servicing is directed**

to an address associated with an entity who can provide the type of servicing

required/notify appropriate personnel; col. 28, line 46-col.29, line 5. Fault and status

messages may be monitored from terminal at locations anywhere that are connected in the

network. **E-mail or similar messages are sent** to a selected address whenever a particular

condition or group of conditions exists.

Drummond does not expressly disclose that a servicing person's estimate as to when the

error condition is likely to be serviced and to allow proximity or availability based prioritization

for service scheduling.

Lesaint teaches a method that stores an initial schedule based on predicated availability of

resources task, priorities, and suitability of tasks to resources (column 5, line 57-column 6, line

10).

It would have been obvious to one of ordinary skill in the art at the time the invention

was made to use the teachings from Lesaint of estimating when the error condition is likely to be

serviced in the method disclosed by Drummond. One of ordinary skill in the art would have been

motivated to do this because it would provide a better customer satisfaction by improving the

timeliness and predictability of servicing time.

Response to Arguments

8.   Applicant's arguments with respect to claims 1-147 have been considered but are moot in

view of the new ground(s) of rejection.

Conclusion

Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Saba Tsegaye whose telephone number is (571) 272-3091. The

examiner can normally be reached on Monday-Friday (7:30-5:00), First Friday off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Hassan Kizou can be reached on (571) 272-3088. The fax phone number for the

organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent

Application Information Retrieval (PAIR) system. Status information for published applications

may be obtained from either Private PAIR or Public PAIR. Status information for unpublished

applications is available through Private PAIR only. For more information about the PAIR

system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR

system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

ST
February 6, 2005

**JOHN PEZZLO
PRIMARY EXAMINER**